

THE CITY OF KNOXVILLE

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web: www.knoxvilletn.gov

9027

Victim Services Advocate

8/9/2018

(Entry-Level and Promotional)

Drug testing may be required

ENTRY-LEVEL SALARY: \$ 30,365 annually

PAY GRADE RANGE: \$ 30,365 - \$ 43,908 annually (Pay Grade 4)

The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents **MUST** be submitted online by **4:30 p.m. on: Monday, August 20, 2018.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- College Transcripts (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email mbradburn@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a CHEA accredited college or university with a Bachelor's Degree in Psychology, Child and Family Studies, Social Services or other related field.

OR

- Graduation from a CHEA accredited college or university with an Associate's Degree in Psychology, Child and Family Studies, Social Services or other related field **AND** two (2) years of experience in advocacy or crisis intervention.

EXAMINATION

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score). Content areas on the test will include Written Communication Skills, Reading Comprehension Skills, Interpersonal Skills, Administrative Ability, and Computer Ability.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

POSITION DESCRIPTION
City of Knoxville

Class Title: Victim Services Advocate	Working Title: same	PCN: 1495
	Incumbent: vacant	Created: 12/11/2007 Revised: 04/12/2017

GENERAL DESCRIPTION

Under general supervision provides crisis intervention services to various clients (victims, secondary victims, witnesses, families, etc.) impacted by domestic violence/abuse, neglect, violent crime, and other situations of violence or abuse.

ESSENTIAL FUNCTIONS

Crisis intervention activities - Provides crisis intervention services to individuals impacted by domestic violence/abuse, neglect, violent crime, and other situations of violence or abuse; interviews clients and/or their families to assess their psychosocial and/or resource needs; contacts individuals on a follow-up basis to assess progress and to evaluate the need for additional social service resource assistance; develops a victim safety plan, including associated training and implementation procedures.

Provides social service referral/ government program assistance - Identifies social service resource needs of victims, secondary victims, witnesses, families, etc. impacted by domestic violence or abuse and provides referral, information, or other assistance as necessary; explains the Criminal Injuries Compensation Program to domestic violence/violent crime victims with personal injuries; assists injured victims in the filing of Criminal Injuries Compensation forms.

Interagency coordination/communication - Communicates as appropriate with social service agencies, the District Attorney's Office, Department of Human Services, Child and Family Services, Juvenile Court, etc. as necessary to obtain and/or provide information or assistance regarding domestic violence cases or issues.

Legal procedures and court - Briefs victims/witnesses and/or their families on court procedures and protocol in order to prepare them for courtroom appearances; provides courtroom testimony as required.

Prepares written documents - Prepares a variety of written correspondence such as letters, memos, etc.; prepares and maintains periodic reports, files, and other documentation regarding domestic violence program activities, and disseminates information as necessary to concerned parties; reviews work for accuracy and completeness.

Computer usage - Accesses automated databases, spreadsheet programs, etc. in order to enter, manipulate, and retrieve information about domestic violence program activities; analyzes data to identify and compare trends, patterns, etc; prepares printouts/reports in response to specific requests from supervisor, operational personnel, etc.

MARGINAL FUNCTIONS

None indicated.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of advocacy strategies and techniques - Knowledge of crisis intervention strategies and techniques used in trauma, grief, or emergency situations; knowledge of the theoretical constructs of human psychological and emotional development as applied to crisis intervention.

Knowledge of community/social service resources - Knowledge of the various community/social service resources available to adult victims of domestic violence/abuse, neglect, violent crime, or other situations of violence or abuse; knowledge of the community/social service resources available to neglected, abused, or otherwise victimized children for the purposes of development, emotional therapy, and/or support; knowledge of the procedures and protocols by which various community/social service resources can be accessed.

Written communication skills - Written communication skills sufficient to express a variety of ideas and information in a clear, concise, and effective manner, including the proper use of grammar, spelling, punctuation, sentence and paragraph structure, etc.; ability to use appropriate format, structure, style, and language appropriate to the intended audience.

Reading comprehension skills - Ability to read, interpret and apply a broad range of complex written materials including reports, research papers, informational articles, publications, graphs, charts, etc.; ability to compare narrative information such as that presented in applications, reports, records, contracts, etc. with established criteria, formats, policies, or other requirements.

KNOWLEDGE, SKILLS AND ABILITIES (cont.)

Interpersonal skills - Interpersonal skill sufficient to effectively facilitate cooperation and interest, disseminate information, provide assistance, resolve complaints or conflicts, and to otherwise establish and maintain effective professional working relationships with coworkers and superiors, community/social service agencies, the public, etc.; oral communication skills sufficient to effectively present ideas and information to a variety of individuals in ordinary conversation, public forums, group presentations, and other similar settings; interviewing skills sufficient to elicit a variety of information from victims, witnesses, family members, health care professionals, social service resource providers, etc.

Administrative ability - Ability to establish and achieve work-related goals and objectives; ability to plan and coordinate work to accomplish established objectives in a timely, efficient manner; knowledge of the principles and practices used to organize, analyze and interpret information for the purposes of making decisions, ability to exercise good judgment in evaluating information and formulating appropriate strategies, recommendations, or justifications; setting goals and objectives, etc.; knowledge of the methods and techniques used in conducting research, gathering data, and/or otherwise assembling and presenting information about a variety of topics.

Knowledge of criminal/civil legal systems and procedures - Knowledge of various legal principles, concepts, procedures, terminology, and documentation requirements as they pertain to the criminal and civil court systems.

Computer ability - Ability to operate personal computers sufficiently to use a variety of word-processing, data base, and/or spreadsheet software packages; ability to understand basic word-processing, data-entry and other computer-related terminology.

Knowledge of record-keeping procedures - Knowledge of the terminology, procedures and requirements for the proper completion of various forms, records and reports; knowledge of the appropriate location, maintenance and distribution of a variety of documents; knowledge of document control principles and practices.

Clerical ability - Ability to sort and file information alphabetically, numerically or chronologically; ability to understand and use codes in a variety of business applications; ability to rapidly compare both narrative and numerical information to determine accuracy.

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MENTAL REQUIREMENTS

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree in Psychology, Child and Family Studies, Social Services or other related field.

OR

Graduation from an accredited college or university with an Associate's Degree in Psychology, Child and Family Studies, Social Services or other related field **AND** two (2) years of experience in advocacy or crisis intervention.

PREFERRED QUALIFICATIONS

The hiring authority may give preference to applicants who possess additional experience, education, and/or professional certification in the social services or human services fields.